

2015 Q1

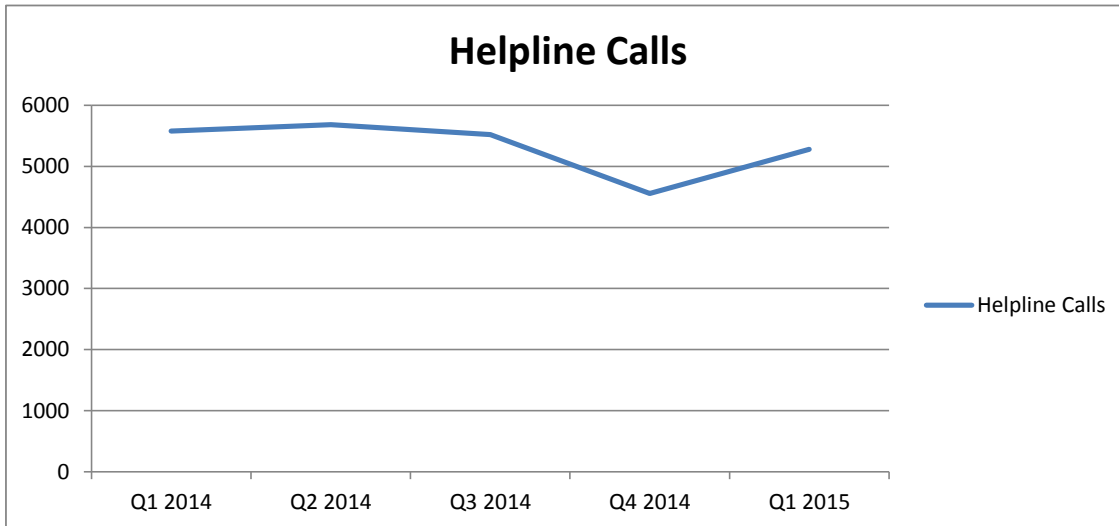
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account	128				128
Budget Negotiable	4744				4744
Information Only	761				761
Total	5633				5633

2014 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	221	230	185	150	786
Budget Negotiable	4683	4205	4061	3490	16439
Information Only	878	846	775	688	3187
Total	5782	5281	5021	4328	20412

MABS Helpline

The MABS Helpline went live in September 2007 and is staffed by Helpline Advisers who can assist you deal with your debt problems. Advisers are available 9 a.m - 8 p.m. Monday to Friday on 076107 2000. Outside these times, you can leave a message and an adviser will get back to you as soon as possible. You can also contact the Helpline by e-mail: Helpline@mabs.ie

Helpline	Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Helpline Calls	5582	5687	5524	4556	5279



¹ MABS Clients are divided into 3 Categories:

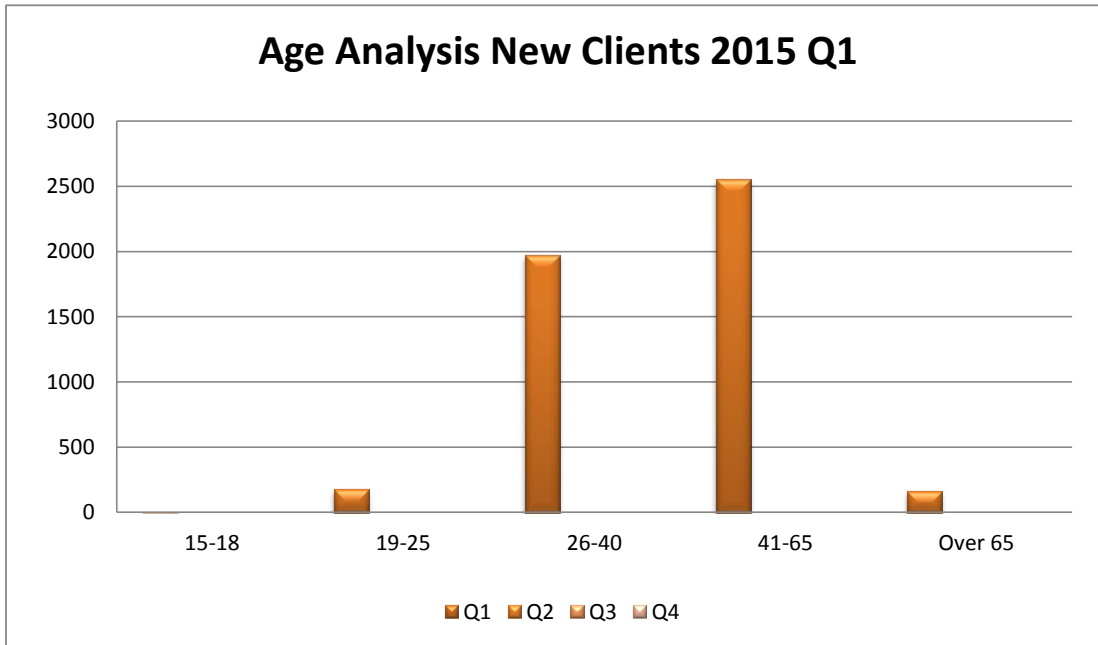
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

Budget Negotiable - MABS cases that require negotiation, but not the use of Special Account.

Information Only - MABS cases that do not require negotiation or the use of Special Account.

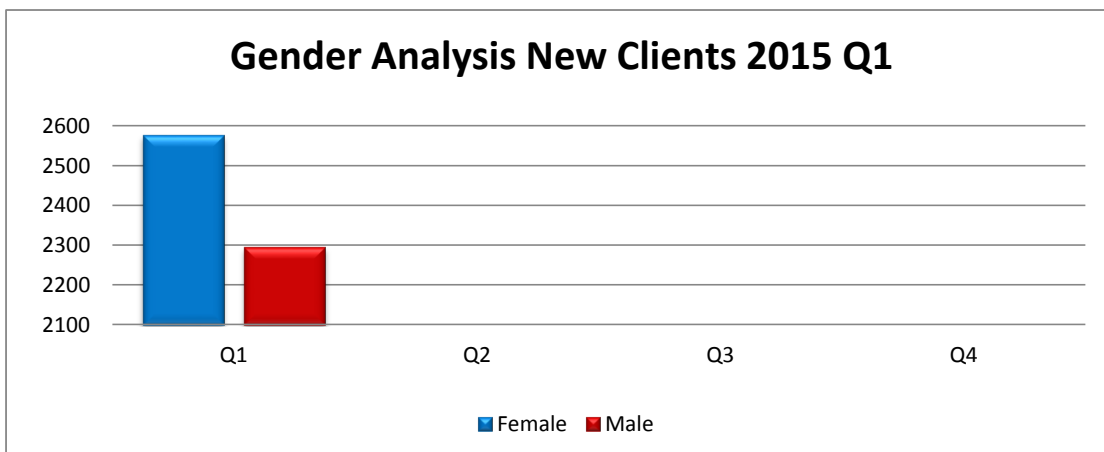
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		4			4
19-25		179			179
26-40		1976			1976
41-65		2551			2551
Over 65		162			162
Total	4872	0	0	0	4872



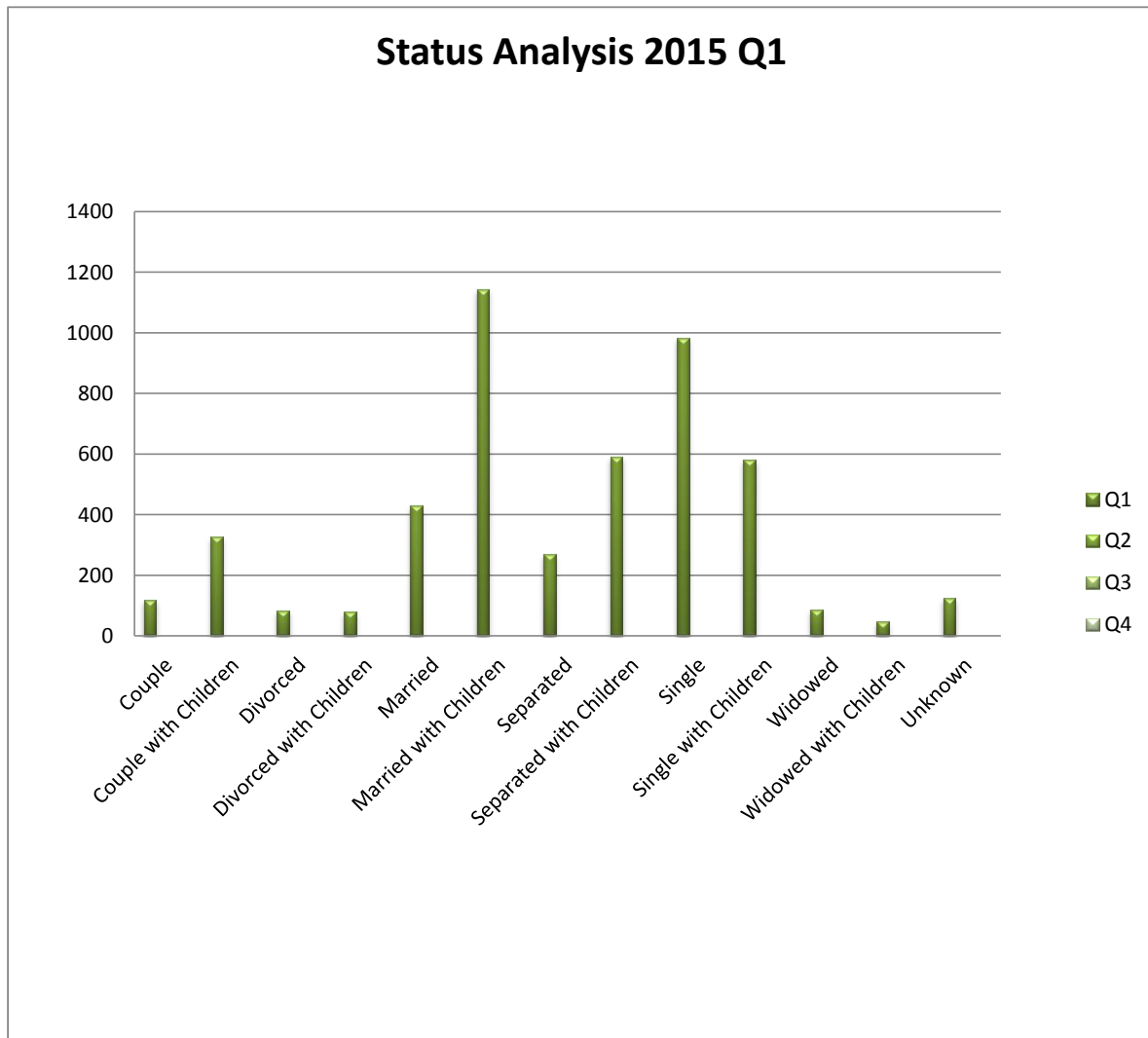
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	2577				2577
Male	2295				2295



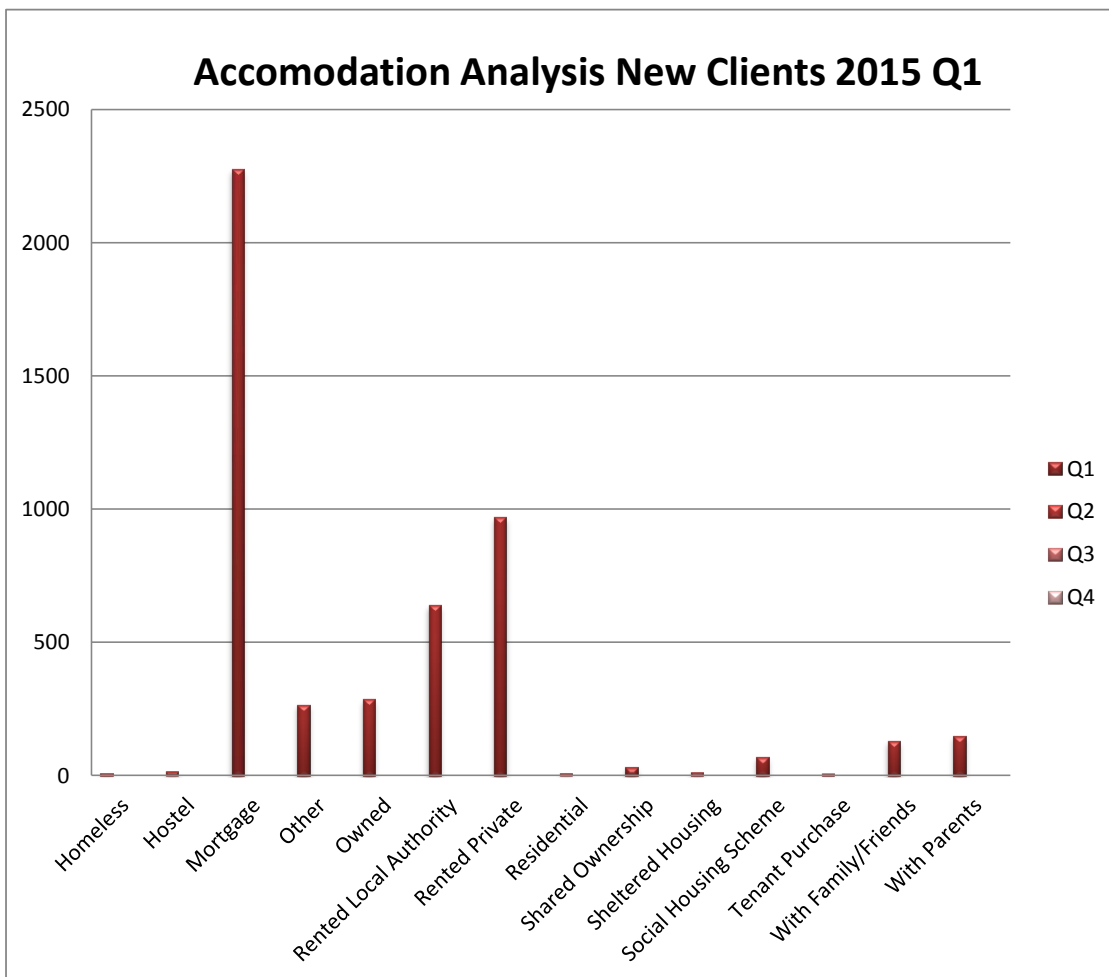
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	119				119
Couple with Children	328				328
Divorced	84				84
Divorced with Children	81				81
Married	430				430
Married with Children	1144				1144
Separated	271				271
Separated with Children	592				592
Single	984				984
Single with Children	581				581
Widowed	86				86
Widowed with Children	47				47
Unknown	125				125
Total	4872	0	0	0	4872



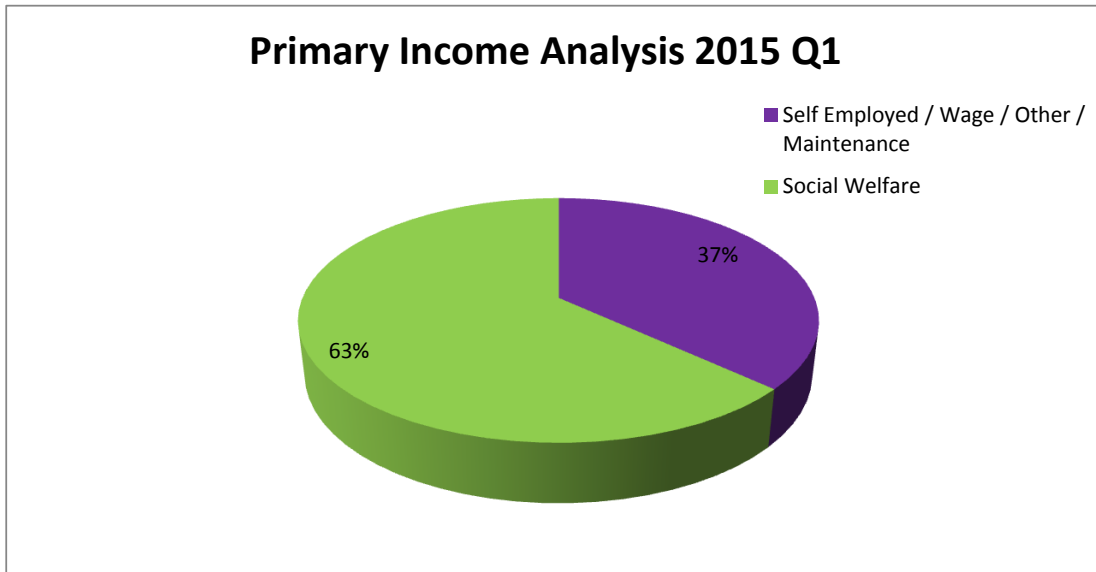
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	10				10
Hostel	14				14
Mortgage	2276				2276
Other	266				266
Owned	288				288
Rented Local Authority	640				640
Rented Private	971				971
Residential	9				9
Shared Ownership	32				32
Sheltered Housing	13				13
Social Housing Scheme	69				69
Tenant Purchase	7				7
With Family/Friends	130				130
With Parents	147				147
Total	4872	0	0	0	4872



New Client Primary Income Analysis (Budget Negotiable & Special Account Clients Only)

New Client Primary Income	2015
Self Employed / Wage / Other / Maintenance	1794
Social Welfare	3078
Total	4872



New Client Debt Count (Budget Negotiable & Special Account Clients Only)

*Debts may not be recorded for all clients

Active Debt Types	Q1	Q2	Q3	Q4
Personal Loans with Financial Institutions	1931			
Utilities	831			
Credit Card	1456			
Mortgage	1012			
Hire Purchase Loan	155			
Money Lender	221			
Overdraft	208			
Rent	144			
Catalogue	94			
Fine	38			
Sub Prime	26			
Waste Charges	7			